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of

Complete if Known

Application Number	09/785,048
Filing Date	15 February 200
First Named Inventor	Mark J. Pettay
Art Unit	2655
Examiner Name	Jakieda Jackson
Attorney Docket Number	PAT-008

U. S. PATENT DOCUMENTS

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FOREIGN PATENT DOCUMENTS

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**Examiner
Signature**

Date	
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NON PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
	11	WITNESS SYSTEMS, Witness Systems Helps Improve Customer Service For Contact Centers Deploying Thin Client Architectures, Press Release, March 6, 2001.	
	12	McKay, Jason P., Cyber Calling Cards, www.commweb.com, January 22, 2001.	

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